

## **AMERICANS WITH DISABILITIES (ADA) POLICY**

The City of Long Beach is committed to ensuring that people with disabilities are able to take part in, benefit from and have an equal opportunity to enjoy the full range of public programs, services and activities offered by the City. The City has modified, and will continue to modify, its facilities, programs, policies and/or practices, as necessary, to ensure such access is provided.

### **THE LAW**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, public facilities, and transportation. It also mandates the establishment of TTY/telephone relay services.

Local governments must comply with Title I and Title II of the ADA. Title I deals with employment. Title II deals with programs, services and activities of the local government.

### **DEFINITION**

To be protected under the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The ADA does not specifically name all of the impairments that are covered.

## **COMPLAINT GUIDELINES**

**Any qualified person with a disability, or qualified persons with disabilities or their representatives, may file a Title II ADA complaint with the City for any of the following reasons:**

- Non-compliance with the physical access requirements of the ADA in relation to City facilities, and/or public right of way;
- Denial of an opportunity to participate in any City programs, services or activities on the basis of any ADA recognized disability;

The City encourages, but does not require, an attempt to resolve concerns informally prior to filing a formal ADA complaint. You may seek resolution by contacting the departmental ADA Coordinator of the affected department. If your informal concern is not resolved in a timely manner, you have the right to file a formal ADA complaint under the following procedure.

### **HOW TO FILE A COMPLAINT**

The ADA complaint process is designed to administratively resolve complaints in a timely manner and ensure appropriate action is taken. The complaint may be filed via mail, in-person, facsimile, electronic mail, telephone, or in person with the City's designated ADA Compliance Officer, or his/her designee.

An ADA complaint should be submitted as soon as possible and should include the following information:

- Your name, address, telephone number and the name of the

aggrieved party (if different from the complainant);

- A brief description of what occurred, the dates it occurred, location and the names of individuals involved;
- Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- Information regarding reasonable accommodations, if necessary.

## **COMPLAINT PROCEDURES**

A prompt and thorough investigation into the complaint will be conducted. Individuals with direct information pertaining to the complaint may be interviewed and any evidence provided will be reviewed.

Upon completion of the investigation, the ADA Compliance Officer will issue a written response to the complainant, including any findings, determination of corrective action or notification that the complaint has been closed.

For additional information, please contact The City of Long Beach's designated ADA Compliance Officer:

**Sherriel Murry**  
**Telephone: (562) 570-6304**  
**TTY (562) 570-6706**  
**Facsimile: (562) 570-6107**  
**E-mail: [sherriel.murry@longbeach.gov](mailto:sherriel.murry@longbeach.gov)**

## DEPARTMENTAL ADA COORDINATORS

City Attorney	Tyler Pike	570-2200
City Auditor	Deborah Ellis	570-6989
City Clerk	Monique DelaGarza	570-6000
City Council	Roxana Valencia	570-6605
City Manager	Theressa Graham	570-6782
City Prosecutor	Sherri Seldon	570-5621
Civil Service	Melinda George	570-7057
Development Svcs	Meg Rau	570-7744
Disaster Preparedness	Leslie Untener	570-9490
Financial Mgmt	Rebecca Jimenez	570-6237
Fire	David Honey	570-2517
Gas & Oil	Lennie Arazo	570-3925
Harbor	Margaret Huebner	283-7500
Health	Kelly Colopy	570-4016
Human Resources	Sherriel Murry	570-6304
Library	Rachel Rock	570-6110
Airport	Claudia Lewis	570-2612
Parks/Rec/Marine	Mark Berne	570-3134
Police	Crystal Slaten	570-7310
Public Works	Russ Ficker	570-4675
Technology Svcs	Danielle Mitchell	570-7079
Water	Ken Bott	570-2364

*This information is available in an alternative format upon request to the City of Long Beach's ADA Compliance Division at (562) 570-6304/TTY (562) 570-6706*



City of Long Beach  
Department of Human Resources  
Equal Employment /ADA Division  
333 West Ocean Blvd. 13<sup>th</sup> Floor  
Long Beach, CA 90802



**City of Long Beach**  
Patrick H. West, City Manager

# ***Americans with Disabilities Act (ADA)***

## ***Compliance Procedure***

Deborah R. Mills, Director  
Department of Human Resources  
333 W. Ocean Blvd., 13<sup>th</sup> Floor  
Long Beach, CA 90802

**Equal Opportunity Employer**